uonews

Universal Orlando Resort™ Team Member Newsletter

July 23 - August 5, 2018

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2018 TSAT Survey Administration Starts this Week

Parking Relief is On the Way

CityWalk Spotlight: **The Cowfish® Sushi Burger Bar**

PRODUCED BY TEAM MEMBER COMMUNICATIONS

UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

What's New

A BETTER LOOK

Harry Potter and the Forbidden Journey™ Enhanced to 4K-HD

Did you know? **Harry Potter and the Forbidden Journey™ at The Wizarding World of Harry Potter™ – Hogsmeade™** is now even more immersive than ever before. The award-winning attraction has been enhanced to feature 4K-HD and state-of-the-art imagery projection.

This means the attraction projects higher-quality imagery that is even more realistic and offers superior clarity, and the sharper images will further submerge our guests into the storyline.

New Lockers at Revenge of the Mummy™

Locker banks throughout Universal Studios Florida and Islands of Adventure are being enhanced to deliver a more seamless experience at all rental locations. On July 9, the upgrades to the Revenge of the Mummy locker banks were officially completed. In addition to being relocated to a newly renovated and enclosed space, these lockers were updated with "Locker Link" technology. Some of the new features include:

- Elimination of Biometric Access
  - Guests now use the barcode on their admission ticket to reserve and re-open their locker.
- Seamless Transaction
  - Minimal screen interactions that reduce transaction time allowing the Guests to walk up to the locker access point, scan their admission ticket, and stow their items.
- Reduction of Theft
  - The new lockers have article-detecting sensors that will not allow a locker to be re-rented if it senses an item is inside.
- New Team Member Tools
  - Locker Reporting Tools will provide live status updates on availability at each location.

Stay tuned for future updates, as this is just one of the many locker bank enhancements coming to our attractions.

Deal or No Deal Filming at Universal Orlando Now Through August 10!

Deal or No Deal is making its triumphant comeback—and you can be in the audience. CNBC and iconic host **Howie Mandel** are teaming up to produce 30 all new episodes of the popular game show, being filmed right here at Universal Orlando Resort.

In one of the most exciting game shows on television, contestants either test their luck in the hope of winning the top prize or accept a tempting cash offer. Should they play all the way through, their fate is contained in one of 26 sealed briefcases that contain a value from $0.01 to $1,000,000.

Filming will take place in Sound Stage 21 on select dates from now until August 10. Reservations to be a member of the studio audience can be made online - just visit **blog.unversalorlando.com** for more information on how to reserve a spot. Please note that reservations are available on a first-come, first-served basis. A standby line may be available on the day of tapings for Universal Studios Florida park guests and information will be available at the Studio Audience Center.

HOT JOB

Full-time Team Captain and Lead Positions Now Available

Your ambition can open doors to new opportunities! Expand your career with the Universal Orlando family and become part of our prestigious management team. We are looking for well-rounded, energetic leaders to fill our Team Captain/Lead positions. Help develop and lead our teams to create unforgettable experiences for our guests. To be considered, Team Members must meet the following requirements:

- At least eight (8) attendance credits
- No performance counseling within the last six (6) months
- A "Meets Requirements/ Highly Valued" rating or higher on your most recent performance evaluation
- Previous leadership experience required

We are now accepting Applications for Full-Time roles in the following departments:

Merchandise, Aquatic Operations, Consumer Insights, Attractions, Food & Beverage, Wardrobe, Parking & Transportation, and more

Full-Time benefits include:

Full Medical, Dental and Vision coverage · Paid Holidays, Vacation Time and PTO
401(k) retirement Plans · Guarantee of 32 Hours per Week

You bring the experience, we provide the career. Apply online today at **UOTeam.com/yourcareer**
#UniversallyYou

Team Member Handbook Updated to July 2018 Edition

The Team Member Handbook has been updated to a new edition – July 2018. In addition to minor edits throughout for spacing, grammar, style, and clarity, this edition includes the following updates:

- Guest Service Excellence: It's *The Universal Way*
- Looking the Part: Your Career at Universal Orlando
- Open Communication
- Security Matters
- Team Member Services & Benefits

For a detailed list of what's changed, simply access the handbook online anytime at **UOTeam.com** (available under **"Reference"**). If you have any questions about the policies outlined in the Team Member Handbook, please consult your Human Resources representative.

Take the TSAT Survey
Starting This Week!

Check Out the Dates, Times, and Locations Below

ONLINE
Team Members can take the survey online at their desks or at a computer in their work location anytime between **Monday, July 23 and Friday, August 10.**

SOUNDSTAGE 33
Wednesday, July 25 – Wednesday, August 8
8:00am – 7:00pm DAILY

Third Shift Team Members
Wednesday, July 25 ..... 9:00pm – 1:00am
Thursday, August 2 ..... 9:00pm – 1:00am

CITYWALK
AT HOLLYWOOD SUITES
Friday, July 27 ..... 2:00pm – 11:00pm
Saturday, July 28 ..... 2:00pm – 11:00pm
Wednesday, August 1 ..... 10:00am – 7:00pm
Thursday, August 2 ..... Noon – 8:00pm

EXCHANGE DRIVE
AT VOLCANO BAY TRAINING ROOM
Thursday, July 26 ..... 1:00pm – 5:00pm
Friday, July 27 ..... 8:00am – Noon

VOLCANO BAY
AT WAHI KAI TU BREAKROOM TRAILER
Tuesday, July 31 ..... 11:00am – 6:00pm
Wednesday, August 1 ..... 6:00am – 6:00pm
Thursday, August 2 - Sunday, August 5 ... 11:00am – 6:00pm
Monday, August 6 ..... 1:00pm – 10:00pm
Tuesday, August 7 ..... 11:00am – 6:00pm

Sign Language Interpreters Available by Appointment Only from 9am - 1pm
Wednesday, July 25 • Wednesday, August 1 • Friday, August 3
Contact your Manager to schedule sign language services

TSAT2018
It's More Than Just a Survey.
Help Us Build a Better Universe!

Support Local Students In Need Now to Aug 10

Imagine a child starting school without crayons, pencils, or a notebook. The beginning of the 2018-19 school year is right around the corner and children in Central Florida are in desperate need of back-to-school items.

As you're shopping for school supplies for your family, or if you just want to help someone less fortunate, please consider adding one more notebook or one more set of crayons for kids in need. Donated items will benefit A Gift for Teaching and qualified UO Team Members. **Contact Community Relations at 407-224-6783 for more information.**

ITEMS NEEDED:
Backpacks · Crayons & Pencils · Spiral Notebooks
Notebook Paper · Color Pencils · Markers

DROP BOX LOCATIONS
Wardrobe, B-110, B-20, B-114, B-32, B-22A, Commodity Circle, CityWalk Admin, CityWalk Wardrobe (NPS), The Promenade, Exchange Drive, Lakewood Plaza, Volcano Bay Admin

Something uonews is Coming. Stay Tuned.

FALL PERKS

Bring Your Guest to Halloween Horror Nights™ 2018

Once again, Team Members will have the option to convert one of their quarterly comp passes to a Halloween Horror Nights ticket, valid on one of the following seven nights!

Sunday, September 16
Thursday, September 20
Friday, September 21
Sunday, September 23
Wednesday, October 3
Wednesday, October 10
Thursday, November 1

If you don't use the ticket, it goes back in your regular quarterly comp pass bank – and as always, Team Members will be able to purchase discounted tickets for up to six guests over the course of the event.

More details about Halloween Horror Nights, including information about this year's exclusive Team Member preview, will be released as the event approaches.

Stay tuned to **UOTeam.com** for updates on the Team Member experience and event tickets!

School Supplies for UO Team Members Extended

You and/or your dependents may be eligible to receive school supplies (grades 12 or below). To be eligible, Team Members must have an active employment status for 90 days before applying, be either Regular or Casual in status (company-approved leaves of absence may still be eligible), and meet additional criteria outlined in the application.

Applications are available at Team Member Services and on UOTeam.com and must be turned in by Monday, July 30. Every effort will be made to fill requests in their entirety, but the program is strictly dependent upon volunteer participation so no guarantees can be made.

Continuous Improvement

STAY ALERT AND AWARE

Work Continues to Make the Team Member Entrance and Parking Experience Better

Some key projects that will enhance the Team Member experience are scheduled for completion over the next several months:

- The **B-2** building in front of Wardrobe will be completed in early August. Teams will start moving in mid-August to early September. B-2 will be the all-new home to TeamCare, ID Processing, Laundry services for Wardrobe, the Universal Education Center, additional training space, and offices for several departments.
- The new **Gate 2** will be complete by mid-September.

Stay tuned for updates!

Remember to Practice Good Safety Habits

With so much construction going on, it's more important than ever to be aware of your surroundings, whether you are a pedestrian or driver.

PEDESTRIAN SAFETY

When walking, please remember to stay safe and use the designated crosswalks, when available, to cross any street – and look both ways before crossing. Ensure you are alert and not distracted: refrain from using your phone, texting, or wearing headphones while crossing areas with vehicular traffic.

DRIVER SAFETY

Whether in a car or golf cart, careful driving is critical in backstage areas. Remember to yield to pedestrians, not to exceed posted speed limits, and to be alert to pedestrians in the area who may not be using crosswalks. If no speed limit is posted, the speed limit is 5 mph.

As always, please follow the directions of flaggers or Security officers who may be in the area. Thank you for your patience and flexibility!

TeamPark Expansion Set to Break Ground on August 13 - What You Need to Know

The expansion of the TeamPark garage is almost here! Construction of the garage extension, which will add more than 800 additional parking spaces, will break ground on Monday, August 13. Construction will wrap towards the end of this year.

THERE WILL BE 600 FEWER PARKING SPACES DURING CONSTRUCTION

To make room for the construction laydown area and allow teams to add on to the existing building, we will need to reduce the number of available spots by 600 from the northwest section of the main Team Member lot.

THE MAIN LOT AND TEAMPARK WILL FILL QUICKLY, EARLY IN THE DAY

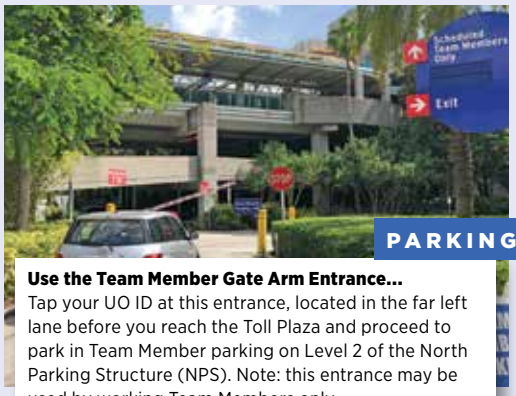
We are anticipating that all available parking spots in TeamPark and the main Team Member parking lot will be full as early as 10:00am on weekdays, at which point Team Members will be directed to park in CityWalk. We will provide a Team Member shuttle between CityWalk and Gate 2 on days when the main lot and TeamPark are completely filled.

PLAN AHEAD - AND CONSIDER PARKING AT CITYWALK

To ensure you are able to find parking, allow additional time to get to work. You may want to consider proceeding directly to our main resort parking structures, located at the entrance to CityWalk.

How and Where to Park at CityWalk

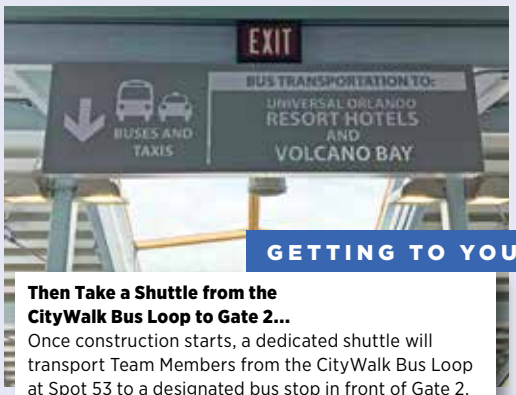
The GPS-friendly address for our main parking facility is **6000 Universal Blvd., Orlando, FL 32819**

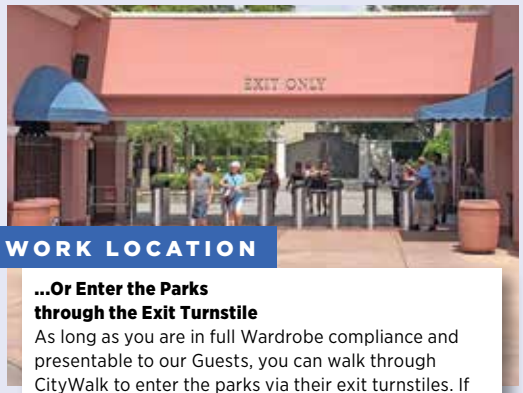


PARKING YOUR CAR

Use the Team Member Gate Arm Entrance...
Tap your UO ID at this entrance, located in the far left lane before you reach the Toll Plaza and proceed to park in Team Member parking on Level 2 of the North Parking Structure (NPS). Note: this entrance may be used by working Team Members only.

...Or Enter any Toll Plaza Lane
Present your UO ID to the Toll Plaza attendant and you will be directed to park in Guest parking. Always use this option when visiting as a Guest to keep spots available for working Team Members. Remember, general parking is always free for Team Members with valid UO IDs.





GETTING TO YOUR WORK LOCATION

Then Take a Shuttle from the CityWalk Bus Loop to Gate 2...
Once construction starts, a dedicated shuttle will transport Team Members from the CityWalk Bus Loop at Spot 53 to a designated bus stop in front of Gate 2, Monday through Friday. Shuttle service will start as soon as the main Team Member lot is full, will depart both locations regularly, and will continue until two hours after park close.

...Or Enter the Parks through the Exit Turnstile
As long as you are in full Wardrobe compliance and presentable to our Guests, you can walk through CityWalk to enter the parks via their exit turnstiles. If you choose this option, you should proceed directly to the Team Member security screening station in the Hub, located by the moving sidewalk to the North Parking Structure.

STAY TUNED TO UOTEAM.COM/PARKING FOR UPDATES

BRAVO
AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

Larry Allen
Technical Services
UOR

Richard Sandefur Sr.
Technical Services
UVB

Deborah Ferro
Marketing & Sales
UOR

Nicole Ohumukini
Marketing & Sales
UOR

Ashley Bauman
Technical Services
UOR

Mateo Grajales Jaramillo
Entertainment
UOR

Christian Cetnarowski
Entertainment
IOA

Nayda Carrion Robles
Entertainment
USF

Nancy Tarr
Entertainment
UOR

Christian Dones
Premium Services
UVB

Brandi Wisniewski
Merchandise
USF

Sarah Davis
Merchandise
UOR

Tracy Farmer
Merchandise
UOR

Andrea Samuel-Hill
Entrance Operations
UOR

Tyler Leonard
Entrance Operations
UOR

Ed Cole
Park Services
IOA

Brian Padilla
Security
USF

Karen Allen
Parking & Transportation
UOR

Trevor Slate
Attractions Operations
USF

Gerardo Colon Hernandez
Food & Beverage
CW

Angelis Quezada
Attractions Operations
IOA

Christina Fernandez
Human Resources
UOR

Mark Gorney
Food & Beverage
IOA

Elizabeth Roman
Food & Beverage
USF

Jordan Matthews
Food & Bevergae
IOA

Douglas Clayton
Technical Services
UOR

Randall Chappuis
Entrance Operations
UVB

Susan Gonzalez Roman
Park Services
UOR

Alyssa Davis
Food & Beverage
CW

JULY 2018

UNIVERSAL CITYWALK™ ORLANDO

SPOTLIGHT

If you've been to CityWalk, chances are you've seen the big, brightly colored building with the horned fish at the top – it's hard to miss. But beyond the funky-chic façade is a one-of-a-kind dining experience that transforms an unlikely pair into something truly unique and delicious.

THE COWFISH® SUSHI • BURGER • BAR

This week, we are shining the spotlight on **The Cowfish® Sushi Burger Bar.** To give Team Members a deeper dive into this venue, we had the opportunity to speak with **Sierra Rivera** (Asst. Manager) and **Chef Aaron Hiner.** With some additional insight from our super knowledgeable server, **Melissa,** we learned more than a few new things about the restaurant.

Top 10 Things to Know About The Cowfish®

1. The Cowfish® Sushi Burger Bar first began in Charlotte, North Carolina when a sushi restaurant and neighboring burger restaurant tore down the wall between them and joined forces.

2. The menu features not only burgers and sushi, but a fusion of both called Burgushi. The All-American Bacon Double Cheesburgooshi for example is a favorite among Guests.

3. The name of the restaurant isn't just a play on words - it's the name of an actual fish. In fact, the main dining floor of the restaurant is home to **"Buttercup,"** a real live cowfish!

4. The Food Network recently filmed a video about The Cowfish® for their blog showcasing Chef Aaron making a Burgushi roll from scratch!

5. In addition to a delicious variety of appetizers and entrées, the menu also has a delectable assortment of hand-spun milkshakes (which can be "spiked" for our 21+ crowd).

6. The music that plays is hand-selected by the creators of The Cowfish®, and covers various genres, but is always upbeat!

7. The staircase connecting both dining floors is adorned with wall art that further complements the modern and edgy theming, including a uniquely interpreted painting of Elvis.

8. The décor of the restaurant features many colorful, scale-like designs throughout to maintain the fun, aquatic environment.

9. The venue includes a sushi bar, two indoor bars, and one outdoor bar featuring even more fun with the game cornhole.

10. Guests can "build a fish" on the ground floor using touch-screen panels and then send it to the "aquarium" upstairs, where they can watch their creation swim around on various digital screens.

It's Not Too Late to Claim Your TEAM MEMBER DISCOUNT: Now through July 31

Come experience **The Cowfish®** for yourself! Team Members with a valid UO ID receive one (1) free appetizer per group/table with the purchase of an entrée during the month of July (other restrictions may apply).

Team Members Only

UOTMS
Universal Orlando Resort™ Team Member Services

APPRECIATION

UOTMS
APPRECIATION

WED AUG 22
10pm - 11:30pm

Fast & Furious - Supercharged™
Team Members only, no guests

ACTIVITIES

UO Day with the Tampa Bay Rays

The Tampa Bay Rays are offering Universal Orlando Team Members discounted tickets for the Tampa Bay Rays vs. Boston Red Sox game.

Purchase your tickets today at groupmatics.events/teammembers/ and receive a Ray's hat of your choosing. Kids two years old and younger get in free. Vehicles with four or more people will receive free parking at the event.

Sunday, August 26 / 1:10pm / Tropicana Field
$39 a ticket / Lower Level

2018 Kickball League

Register to reserve your spot in the 2018 UO Kickball League! The League plays on Mondays from September 10 - November 5. The Captains meeting will be Monday, September 3 at 5:30pm in the B-111 training rooms.

Team Payment Deadline:
Friday, August 24
$324 per team / 6 players minimum

Register at UOTeam.com/Sportsleagues/

You must have an active Universal Orlando Team Member or third party partner ID to participate.

Congratulations to the Bowling & Flag Football Sports League Champions!

BOWLING LEAGUE

Congratulations to **Shipwreck Strikers** for winning the 2018 Spring Universal Orlando Bowling League Championship led by captains Frank Koprowski Jr. and Sonia Brito Santana, as well as our runner-up team, **Investigutters,** led by captains Joe Sites and Kristina Pagan. Be on the lookout for the next bowling league in September!

FLAG FOOTBALL LEAGUE

Congratulations to **The Other Guys** for winning the 2018 Universal Orlando Flag Football League Championship led by captains Brandon Daniel and James Leak, as well as our runner-up team **Waturi Warriors,** led by captains Joshua Wiley and Ryan McCarthy.

Team Member Services thanks all the teams who participated in the leagues, - hope to see you next year!
Visit **UOTeam.com/sportsleagues/** for more information about UO's Sports Leagues.l

QUICK CUTS

Share Your Celebrations

- Congratulations to **Merianne Riestra** from Marketing & Sales and Jonathan Laureano on the birth of their child, Johanan Z. Laureano Riestra, on May 22, as well as their 5th wedding anniversary on June 21.

Are you celebrating a recent wedding anniversary, engagement, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

FAIRWINDS Offers Limited Mortgage Special!

UO Team Members can enjoy no closing costs* and a discounted mortgage rate.

Stop by the FAIRWINDS UO Branch (T-16) today and learn how you can save THOUSANDS on your mortgage.

Equal Housing Lender. *All normal closing costs are paid by FAIRWINDS. Certain restrictions apply and subject to approval. Offer subject to change.

In Our Diverse Universe

MyAbilities: In the Blink of an Eye Experience
Wednesday, August 8
VIVO Italian Kitchen™
Noon-1:30pm

Join us for this dining experience as we immerse ourselves in the world of vision loss and continue the etiquette series to identify and positively interact with individuals with varying abilities. Please note: you will be required to be blindfolded in order to fully participate in this session.

Registration required. Visit **UOTeam.com/diversity** to sign up and learn more about upcoming events.

F.L.O.W. Bus Returns

Renew or obtain a replacement driver license, change a name or address on a driver license, get an identification card, renew a vehicle registration, or purchase a specialty license plate – right here on property! Keep in mind that UO family members are accepted as well!

FHP FLOW BUS ONSITE
Monday, July 30
10:00am to 2:00pm
Outside Gate 2
No apponmtments necessary

Team Member Milestones

Congratulations to all Team Members who are Celebrating Their Anniversary with the Company in July!

30 YEARS

Administration
Dennis Crompton

•

25 YEARS

Administration
Charles Crowely

Technical Services
Hans Danziger
Frank Serena

•

20 YEARS

Blue Man Group
Denise Goerndt

Entertainment
Wayne Ruffley

Food & Beverage
Robert Hainer
Bonnie Rasik

Marketing & Sales
Eric Marshall
Sandra Persons

Merchandise
Charles Babb
Maudie Rogers

Park Services
George Acevedo

Security
Prince Snipes

Technical Services
William Anhalt
Jeffrey Baker
William Betterly
Joel Fretts
Robert Linder
Chad Nigh
Axel Reyes
Roberto Ruvalcaba
Keith Summar

15 YEARS

Human Resources
Kristin Chase

Marketing & Sales
Sandra Bersani

Park Services
Miriam Heredia-Miller

•

10 YEARS

Attractions Operations
Thomas Coyne
Rebekah Craft
Mollieda Leng
Alexandra Weinberg

Entertainment
Ross Padgett

Entrance Operations
Ryan Arafa
Ronald Hall

Finance
Brandon Helgeson
Jocelyn LaPoint

Food & Beverage
Christopher Ables
Anthony Castillo
Betty Certain
Barilyn Vick

Health Services
Kevin Grice

Human Resources
Jennifer Cole

Marketing & Sales
Sara Partida
Hanna Westcar

Merchandise
Raul Araujo Jr.
Donna Gaines
Judy Jaskier

Park Services
David Manz

Parking & Transportation
Samantha Wood

Parks Technology
Carmen Rosa Denis
Gertrude Taylor

Security
Roberto Modenesi

Shared Services
Timothy Totillo
Technical Services
Iliya Iliev
Stefan Mimmovich
Marvin Spencer

Universal Creative
Merritt Andrews

Wardrobe
Melanie Alft

•

5 YEARS

Attractions Operations
Damion Baker
Amber Court
Derek Daugherty
Jeanette Devlin
Michael Diaz
Spencer Hojdila
Jeffrey Hulett
Michael Letanosky
Alyssa Lynch
Gabriel Natal Lopez
Ashley Palmer
Xavier Ramos
Taylor Robinson
Brent Rolen
Kaitlyn Rosenbauer
Nicole Strickland

Entertainment
Magdalena Baker
Brandon Bassett
Anthony Belfatti
Chloe Brewer
Orry Burbott-Dixon
Jeremy DeMoss
Jacob Eaddy IV
Mark Fatovic
Melissa Feyereisen
Samantha Fee
Morgan Filteau
Makala Freeman
Ninoska Garcia
Hanora Gralton
Benjamin Grande
Brennen Hill Jr
Emi Hiratsuka
Ariana Horvath
Joseph Jezior
Kendall Johnson
Leah Lowman
Lindsey Iddings
Jonathan Masters
Stephanie Mazzeo
Joshua Mendonca
Dion Milligan
Shauna Mulcahy-Charvet
Ian Naylor
Joshua Perez
David Raney
Edward Reusch
Marques Robinson
Samantha Schierloh
Rachel Shuck
John Spottke
Corey Volence
Trenton Ward
Latasha Weaver

Entrance Operations
Stephanie Erbiti

Finance
Caroline Perry

Food & Beverage
Banel Guerrier
Peter Hendricks
Johnny Jean Baptiste
Asha Tolivr
Matthew Valentin

Health Services
Steven Swanborough

Marketing & Sales
Jenna Briggs
Teagan Casto
Jabril Downes
David St John
Stephanie Villa-Santacruz

Merchandise
Iliana Perez Rosario
Anna Phillips
DeJon Tompkins

Park Services
Carly Damstra
Christiane Hunt
Kelvin Lorelike
Brian Michaud
Lesa Paschket

Parks Technology
Deborah Fiorella
Jeffrey Durocher
Joseph Dissmeyer
Adrian Medina Rodriguez

Security
Thomas Campos
Richard Gabriel
Jordan Johnson
Enrico Lopez
Robert Warren

Technical Services
Kevin Kisellus
Philip Levine
Bethany Mason
Niall O'Brien
Orlando Pagan Houghton
Gary Peters
Joanna Prince
Christopher Rangel Almazan
Kendal Snow
Waldo Stickel

Universal Creative
Paul Conover
Neil Engel
Manivone Vizueta
Delbert Younker

Wardrobe
Kimberly Lugardo

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GREEN IS UNIVERSAL

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